

PROBATION OPERATIONS SUPPORT MANAGER

DEFINITION:

Under general supervision, to plan, organize, direct and coordinate all clerical support services for Probation Field Services site offices; to maintain processing and the distribution of confidential documents, records and operations; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Probation Operations Support Manager is a second-level, clerical manager class allocated only to the Department of Probation. Incumbents report to a Probation Director or other executive and are responsible for planning, organizing and directing the operational activities of all adult and juvenile site offices. This class differs from the Principal Clerk I, II class by responsibility for managing Probation Department clerical operations at several facilities through subordinate supervisors.

EXAMPLES OF DUTIES:

Plans, directs and coordinates the activities of clerical staff assigned to a total of nine field service offices; formulates and implements policy and procedures relating to service operations; establishes standards and procedures in the training of clerical staff; establishes staffing levels based upon existing and projected workloads; assists Probation Directors with future facility plans and develops on-site programs as assigned; revises policy and procedure manuals to reflect changes required by law; acts as liaison with courts, law enforcement, school districts, and other governmental and community agencies; and supervises approximately 60-200 or more staff at multiple sites.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- Principles and techniques of supervision, training and discipline.
- Probation field office operations, policies and procedures.
- Principles of office administration and management.

General Knowledge of:

- Computerized information systems and data processing.
- Office automation systems, equipment, procedures and practices used in the Probation Department and those with whom it must interface.
- Statistical record keeping principles and applications.
- Operations functions of the Probation Department.
- County structure, operation and functions.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Design, manage and organize the clerical and operations work of multiple work sites and units.
- Prioritize, monitor and evaluate the work of subordinates.
- Communicate clearly, concisely and effectively both orally and in writing
- Interpret and explain regulations, policies and procedures pertaining to confidential documents processes.
- Establish and maintain effective working relationships with courts, law enforcement personnel, employees, officials and the public.

EDUCATION/EXPERIENCE:

Education, training, and/or experience which clearly demonstrates possession of the knowledge and skills listed above. Examples of such education and experience are:

1. Two (2) years of full-time, paid experience working for the County of San Diego in a class equivalent to Principal Clerk I; OR,
2. Three (3) years of full-time, paid management experience in planning, directing, and coordinating staff providing services in a large clerical unit within the County of San Diego.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**License:**

A valid California Class C driver's license is required at time of appointment or the ability to arrange necessary transportation for field travel.

Background Investigation:

Must have a reputation for honesty and trustworthiness with no felony convictions. Misdemeanor convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a thorough background check and polygraph examination.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of (12) twelve months. (Civil Service Rule 4.2.5).